

## PASS Basics Segment #6

In this segment we will cover:

- Accidents
- Incidents
- Emergencies
- Evacuation

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Your passengers literally place their lives in your hands when they board your vehicle.

In an accident or emergency, your responsibilities range from having the ability to protect yourself and your passengers from injury or death, to protecting yourself and your agency afterwards from fraudulent or excessive liability claims.

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When there is an accident or emergency involving your vehicle or passengers, you are responsible for handling the situation in a way that lessens the risk of injury or death to your passengers and to yourself.

You must have thorough knowledge, and understanding, of the basic accident and emergency handling procedures in order to maintain that trust.

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**The four basic accident and emergency handling procedures are:**

- 1) Keep calm – you are the person who must make rational and informed decisions. Pause for a moment, take a deep breath, take control.
- 2) Protect your passengers, yourself, your vehicle – determine if the vehicle must be evacuated or not. Make certain your passengers are in a safe location and do not wander into danger.

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- 3) Contact your dispatcher – notify of location, condition and any medical emergencies.
- 4) Complete the required reports – you are responsible for completing accident reports thoroughly and in full detail.

Each situation is going to be different. Therefore, numbers 2 & 3 may be reversed. Numbers 1 & 4 remain constant.

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These four steps are basic – your agency should have a very detailed and in-depth policy/guideline to follow in the event of an accident or incident.

Become familiar with these policies.

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**Evacuation**

As a driver, you have an important responsibility for the welfare and safety of your passengers. You must be prepared to provide evacuation assistance to all passengers.

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**The evacuation decision**

If you smell smoke, see smoke or smell gasoline or diesel fumes, evacuate the vehicle immediately.

Do not assume it is NOT an emergency.

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Passengers in wheelchairs present two elements for assessment. The first is whether or not conditions permit operation of the lift. Cold weather will cost significant loss of time to get the lift deployed. If the emergency was caused by a collision, the impact may have caused the lift to be damaged preventing deployment.

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Secondly, the decision of whether or not to evacuate the passenger in their mobility aid. If the vehicle impact forces were high, then the wheelchair may have sustained damage that may not be immediately apparent.

Do not waste time removing seat belts and securement belts only to find the wheelchair cannot be moved.

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Passengers may be reluctant to leave their wheelchair behind because without it they become totally immobile. However, saving the passenger's life is first priority. If time and conditions permit, the wheelchair can be recovered later.

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**Be sure to identify portable oxygen devices and remove them from the vehicle.**

**Alert fire fighters to their presence and location.**

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Remember – as the driver of your vehicle, you are responsible for directing passengers and passers-by in giving assistance. However, once public safety personnel arrive on the scene, they will assume command and control of the emergency. At that point, your responsibility is seeing to the needs of your passengers.

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**Fire extinguishers**

An essential piece of emergency equipment and all vehicles should have one.

Fires need three components to burn properly – fuel, oxygen, heat. Removal of any one of these causes a fire to stop burning.

A typical fire extinguisher has only 15-20 seconds of retardant.

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**Fire extinguisher operation:**

**P. A. S. S.**

**Pull the pin**  
**Aim toward fire**  
**Squeeze the handle**  
**Sweep at the base of the fire**

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VEHICLE EVACUATION

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Scenario #4

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Scenario # 11

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Scenario # 17

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Scenario # 23

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**SEGMENT SIX TEST**

In order to continue, **8** of the following 8 questions must be answered correctly. If **8** of your answers are not correct, review the information in this segment prior to taking the test a second time.

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